[ET-CSIU2J-BK]
Eagle | Consus I-Series
External Dual-Bay Storage for
3.5" Dual SATA to USB 2.0
(JBOD)

User Manual

www.eagle-techusa.com

Index

1 Getting Started

Thank you for purchasing this EAGLE | CONSUS I-SERIES product. Its dual SATA to USB interface allows you to easily combine any two 3.5″ hard drives into a single large volume by means of JBOD (Spanning) technology. This user manual provides step-by-step installation instructions and other important information regarding your EAGLE | CONSUS product.   For the latest EAGLE | CONSUS product information, reviews, FAQ and other events, visit our Web Site at *www.eagle-techusa.com*

Kit Contents

☞ EAGLE | CONSUS I-SERIES USB 2.0 external storage system
☞ USB 2.0 certified cable
☞ Resource CD
☞ AC power adapter
☞ User Manual

USB 2.0 host required for Hi-Speed USB 2.0 performance.   USB 2.0 is highly recommended because of the significant reduction in file transfer time compared to USB 1.1.   To determine if your system supports USB 2.0, refer to your USB controller card documentation or contact your USB card manufacturer.

System Requirements

Hardware

- Pentium® II, 200 MHz equivalent or newer for IBM compatible PC
- PowerPC G4, 350 MHz or newer for PowerPC-based Apple Computer
- Core® or newer for Intel-based Apple Computer
- Available USB and/or OHCI-compliant FireWire port
- SATA Hard Drive(s)

Software

Windows®
- Windows 2000 Pro / Server 2000 / Server 2003 / XP / Vista

Macintosh®
- Mac® OS X v.10.2+

Note: For highest performance and reliability, EAGLE | CONSUS recommends that you install the latest service pack (SP) and updates.

Updating Your Operating System

Windows
Go to the Start menu and select Windows updates. For more information regarding updating your system, visit *windowsupdate.microsoft.com*.

Macintosh
Go to the Apple menu and select Software Update. For more information regarding updating your system, visit *apple.com/macosx.*

Handling Precautions
EAGLE | CONSUS products are precision instruments and must be handled with care during unpacking and installation. Drives may be damaged by rough handling, shock, or vibration. Be aware of the following precautions when unpacking your Eagle | Consus I-SERIES external storage kit:
- Do not unpack the Eagle | Consus I-SERIES until you are ready to install it.
- Do not drop or jolt the Eagle | Consus I-SERIES.
- Do not move the Eagle | Consus I-SERIES when it is powered up.

2 Setting Up

You will need a 3.5 inch SATA Hard Drive. Carefully follow these procedures to install the hard drive into the enclosure.

Note: For pre-installed Hard Drive EAGLE | CONSUS enclosure, please skip this chapter and proceed to *Chapter 3:* **Connecting the Drive.**

EAGLE | CONSUS I-SERIES Front and Rear View

Cooling Fan
Bezel
Power Light
USB 2.0
ON / OFF Switch
Power Adapter
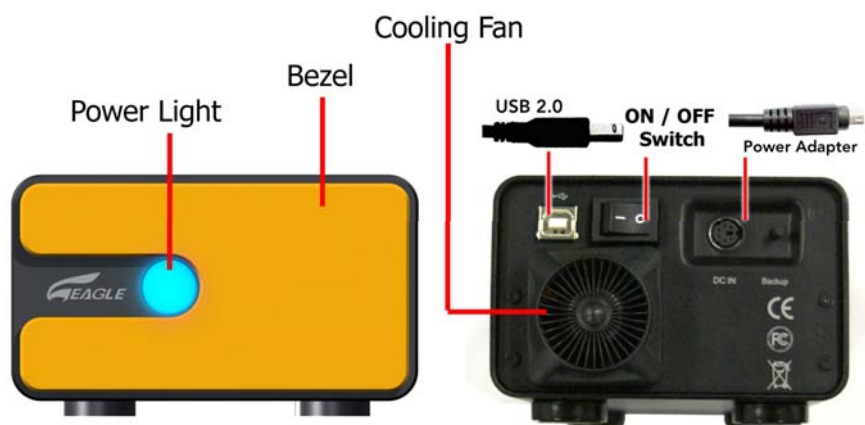
- **Power Switch –** Turns the I-SERIES on or off
- **Hard Drive access light –** Indicates drive activity
- **Power light –** Indicates enclosure is on
- **RAID Indication –** Indicates RAID mode is enabled
- **USB 2.0 port –** Connects to a computer USB port or USB hub
- **Power supply socket –** Connects to power adapter

Disk Installation

Attention:
Eagle Tech Computers, Inc. is not responsible for consequential damages, including loss or recovery of data from your hard drive. If you are installing with a hard drive that has data inside, we suggest you backup your data before proceeding to installation process.

NOTE: Please skip this section if you are purchasing an Eagle | Consus External Hard Drive System with pre-installed Hard Drives. Do NOT attempt to open the external storage system. You will VOID warranty if the warranty seal is damaged.

1. Remove 4 screws from the bottom.

2. Slightly remove the Disk Mounting Try and disconnect the power cable from the socket.
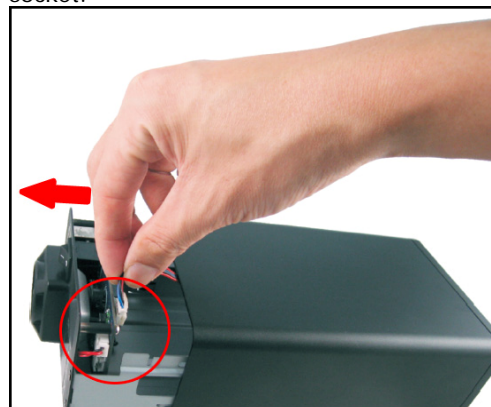
3. Slide the first SATA Hard Drive into the Disk Mounting Tray, and connect to the SATA connector on the board.

4. Tighten up hard drive with 4 screws.

5. Place the second SATA Hard Drive into the Disk Mounting Tray, and connect to the SATA connector on the board.
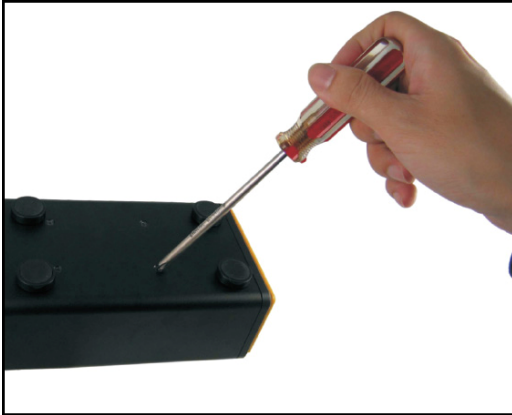

6. Tighten up hard drive with 4 screws.

7. Slide the disk mounting tray back into the case carefully, and connect the power cable into socket.

8. Tighten up 4 screws at the bottom of the external storage system.

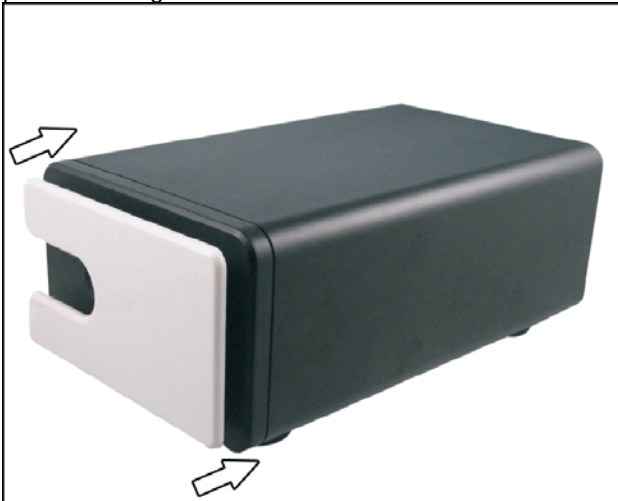9. Congratulation! You have completed the installation process.

Bezel Installation

1. Detach the bezel gently from the external storage system.

2. Replace the bezel and attach to the external storage system according to the 4 pin on the angle of bezel.


3 Connecting the Drive

Connecting the Cable

1. Connect the AC adapter cord to the DC power supply socket on the back of the drive.
2. Connect one end of the power cord to the AC adapter.
3. Connect the other end of the power cord to an electric outlet.
4. Connect one end of the USB 2.0 cable to the USB 2.0 port on the back of the device.
5. Connect the other end of the USB 2.0 cable to an available USB port on your computer.

Attention: Eagle Tech Computers, Inc. is not responsible for consequential damages, including loss or recovery of data from your hard drive. Please make sure your power adapter and power cable are **properly connected** to prevent damage to device.
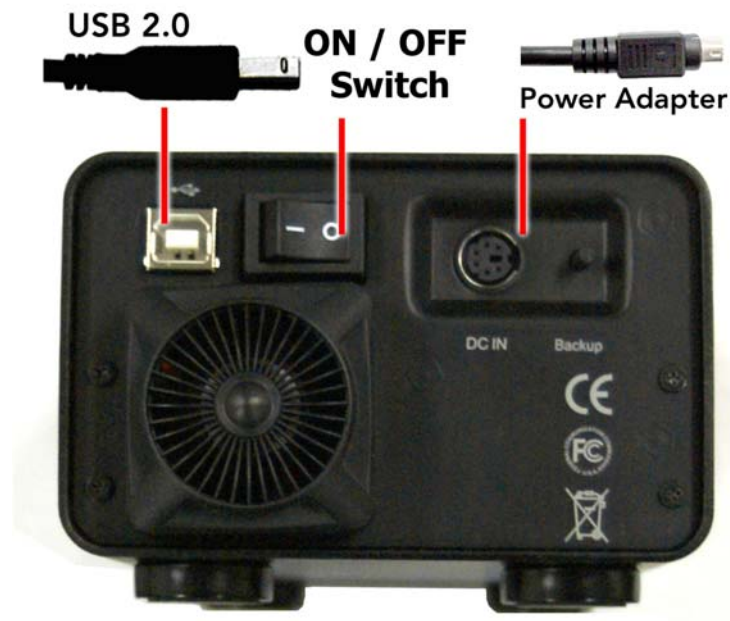
Powering Up the Drive
Press the power button to turn on the unit. Wait 3 seconds after blue light illuminates.

Windows 2000/XP/2003/Vista
Your operating system will automatically detect the external drive after a "Found New Hardware" message pop up.

Windows 98SE/ME

> *Note: Eagle | Consus does not provide any tech supports for Windows98 platform since Microsoft has discontinued Windows 98SE.*

1. Connect Eagle | Consus I-SERIES Enclosure to your Computer. Turn on the power.
2. Windows 98SE will detect a new device and activate Hardware Wizard, then Click **Next**.
3. Select Search for the Best Driver for your Device. Click "**Next**" to continue
4. Insert the CD Driver in your CD ROM, then Browse the CD Driver Contain and chose Win Folder. Click **Next**.
5. After installation Click **Finish** to restart your computer.
6. Once installation completes, you'll find USB Safe Remove icon in icon tray. If the new hard drive doesn't appear in **My Computer**, it means the USB hard drive is a brand new hard disk, which does not contain any partition, please format your Hard disk before using this device.

Mac OS X
Your operating system will automatically detect the external drive. Once formatted the Hard Drive, the Hard Drive icon will appear on the desktop.

4 Formatting the Drive

Windows XP/2000/2003/Vista

> *Note: For formatted Hard Drive, proceed to step 2.*

1. Click the **Start** button and click on **Control Panel**, double-click the **Administrative Tools**, and then double-click the **Computer Management**.
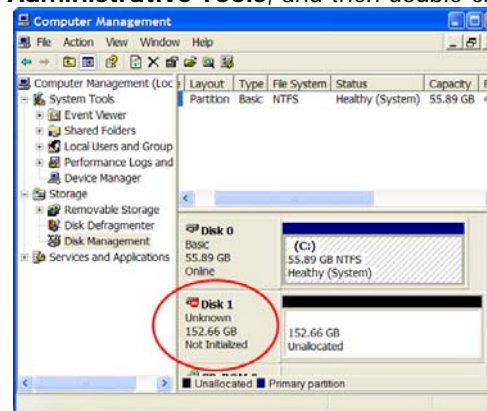
2. Click the **Disk Management** under **Storage**. Your new Hard Drive should have the right capacity shown. (E.g. figure above **Disk 1** is showing approximately 160GB). Right click the **Disk 1**, and choose Initialize Disk.
   Note: If your **Disk 1** *is shown as* **Basic** *and* **Online**, *skip this step.*
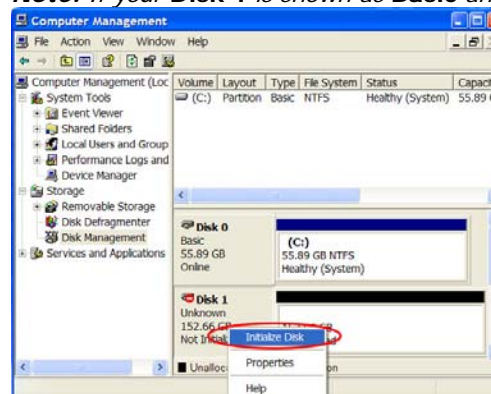
3. After **New Partition Wizard** launched, then click **Next.**
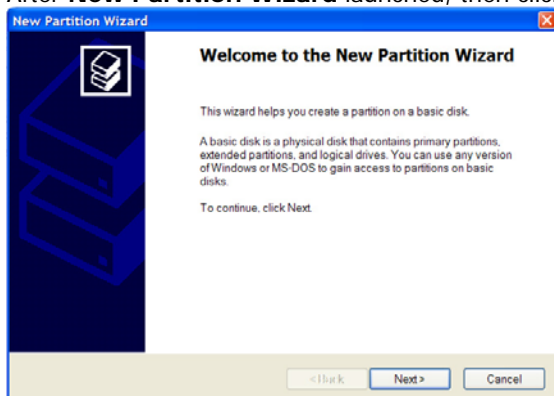
4. On the next page, choose your partition size then click **Next.**
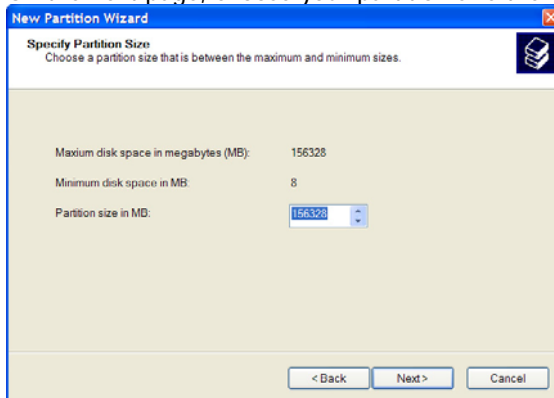
5. After that, please assign a drive letter for the new Hard Drive, and go to **Next**.
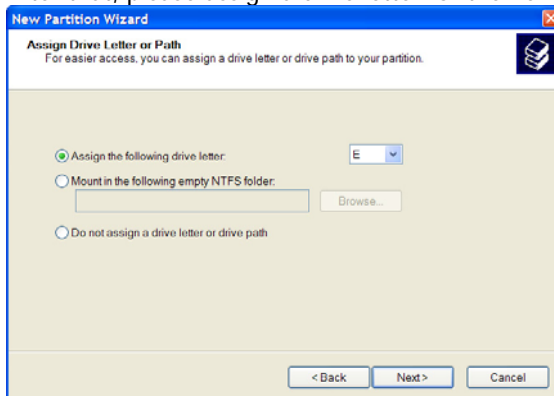
6. To format a Hard Drive. Choose the **NTFS** as **File System**. Leave the **Allocation unit size** as default. Assign a name in **Volume label**. Check the **Perform a quick format** to reduce format time. Click **Next**.
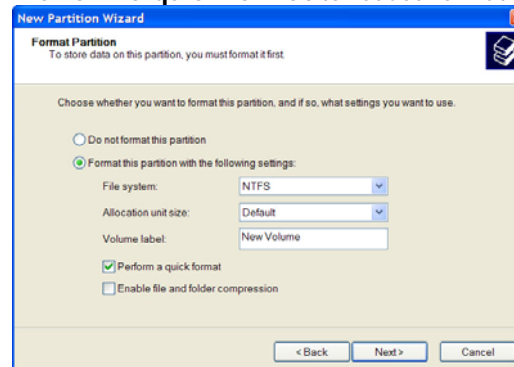
7. Confirm your setting and click **Finish**.

8. It would show the status as **Formatting**.
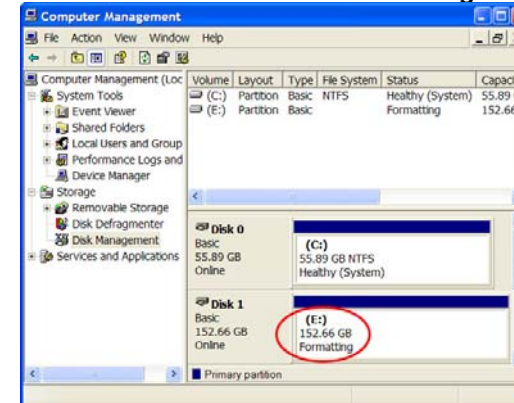
9. When the status change to **Healthy**, your new Hard Drive is ready to use.
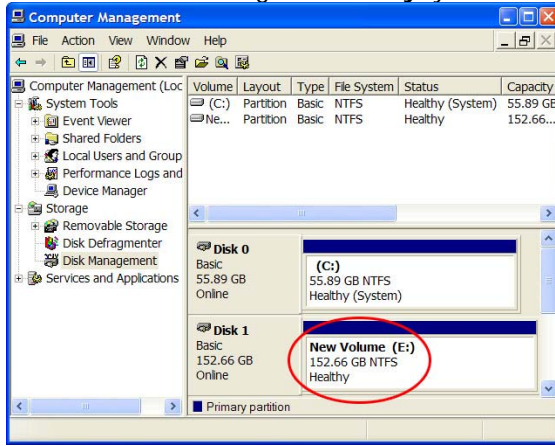
10. Go to My Computer, your new drive should be listed there and ready to use.
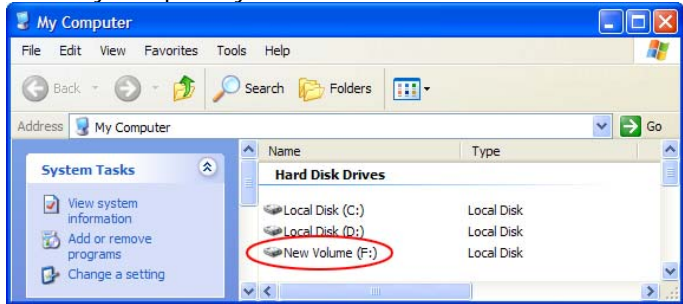
Mac OS X

Note: If the **warning** does not show up, start at step 2.

1. A warning window will pop up for new and unformatted hard drive. Click **Initialize**. Skip Step 2 and continue at Step 3.
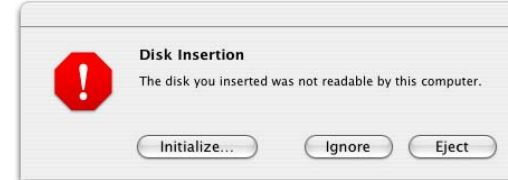
2. Click **Go** on the desk bar and choose **Utilities**, click **Disk Utility**.

3. Under the **Disk Utilities**,
    a. Highlight the new hard drive
    b. Click **Partition**
    c. Click **Options** to choose format other than **Mac Extended**
    d. Refer to **Figure 1** at page 18. Choose the number of partition you want by clicking on the scroll bar
    e. Name the new hard drive
    f. Choose the **Format**
    g. Refer to **Figure 2** at page 18. Define the Size if you want more than one partition or else, leave it as default
    h. Make sure the configuration is right and click **Partition** (8).
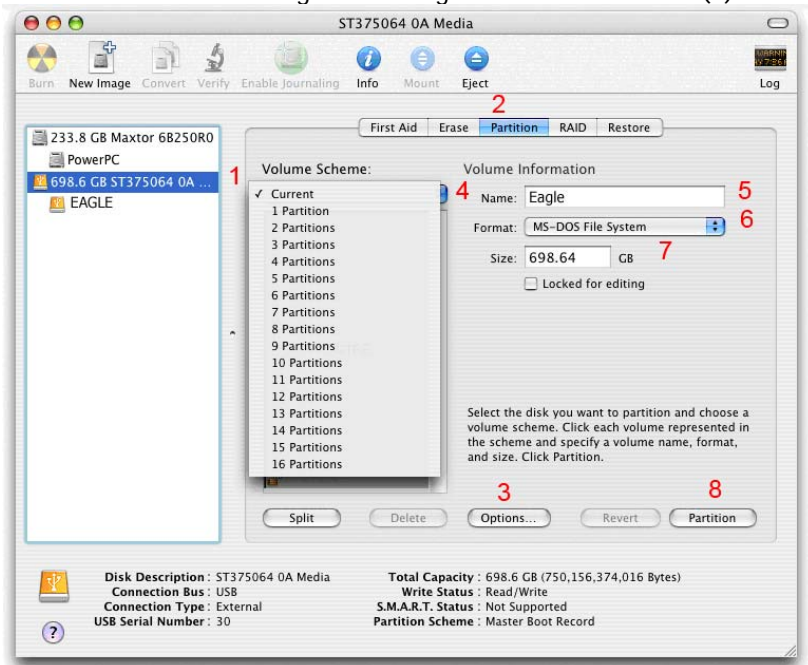
Figure 1: d Options... Choose the partition for you hard drive. Click **OK**.
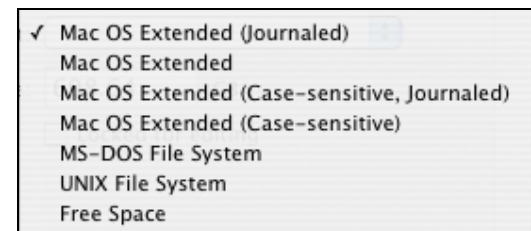
Figure 2: g Format: Choose the format for your hard drive.

4. After the partitioning is done, an icon with the **Name** you assigned should appear on your Desktop. Just double click the icon to access the hard drive.

5 Disconnecting the Drive

CAUTION: *To prevent data loss, be sure to close all active applications before shutting down the drive.*

Windows XP/2000/2003/Vista

1. Double-click the Safely Remove Hardware icon in your system tray (typically located on the bottom right corner of your desktop).

Safely Remove Hardware icon

2. Select **USB Mass Storage Device** from the list and click **Stop**.
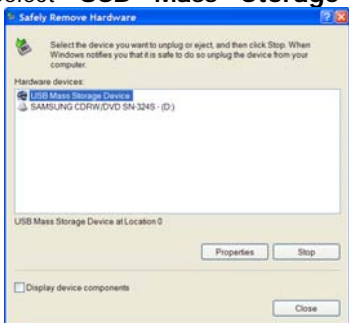
3. The following window is displayed. Select the drive to be disconnected and click **OK**.
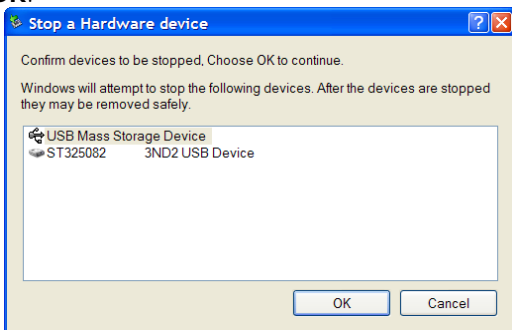
Important: If other USB devices (such as a portable flash drive) are connected to your computer, there may be multiple for USB Mass Storage Device. Be sure to select the Eagle | Consus device!

4. Click **Close** and press the Power button to turn off the enclosure.
5. Now you can safely disconnect the USB or FireWire cable from your computer and the power cord from the electric outlet.

Windows 98SE

1. Be sure the drive isn't running, press Power button to shutdown the enclosure.
2. Disconnect the USB or FireWire cable from your computer.

Mac

1. Find the Removable Disk icon associated with drive you to disconnect, and drag it to the Trash icon on your desktop (it would turn to Eject icon).

Eject

2. After the disk icon disappears from the desktop, press the Power button to turn off your drive. Now you can safely disconnect the USB or FireWire cable from your computer and the power cord from the electric outlet.

6 Troubleshooting

1. Nothing happens when I plug in my USB drive
2. My USB drive is powered on but nothing shows up in My Computer
3. My "safely remove hardware" icon is gone
4. Error deleting files or folders
5. HI-speed device is plugged into a LO-speed USB port
6. Dual bay JBOD enclosure sees two separate drives instead of one big volume
7. Delayed write failure
8. What are the benefits of a truly hot swappable, hot pluggable drive enclosure
9. What is F.I.T.?
10. What are the benefits of a 2-in-1 drive enclosure docking station
11. How to setup NAS (Network Attached Storage)
12. How to find IP address of my NAS on the network
13. How to update NAS firmware
14. NAS drive spin down (power management)
15. NAS file system supported (LAN vs. USB mode)
16. Mac OS problem with SMB
17. Mac OS problem with FTP
18. Product installation video

1. Nothing happens when I plug in my USB drive
Surge protectors You may wish to temporarily remove any surge protector and plug the drive into the wall outlet for troubleshooting purposes. Make sure all the connections are tight: power cable to wall, power cable to power supply, power supply to drive.
Cabling system Make sure you are using certified HI-speed USB 2.0 cable, included with all Eagle Tech external hard drives and external drive enclosures, for improved data signal integrity. Low quality USB cables may not be properly shielded and may lose data during high speed transfers or at longer lengths.
Powered USB hub Make sure you are using USB hub with adequate power supply.

Low quality USB hubs usually draw power from the computer's USB port and do not provide adequate power. Certain notebooks (mostly older notebooks) have underpowered USB ports and may require that you plug in additional USB cable to provide adequate power supply (the USB Y splitter cable is included with all portable 2.5″ drive enclosures).
USB hub controller To confirm that your USB host controller is working properly under Windows XP, right click on My Computer > click on Manage > click on Device Manager on the left panel. If you see any yellow exclamation marks or red circles under "Universal Serial Bus controllers" that means your USB host controller is not working properly or missing a driver. Please contact your motherboard manufacturer for the appropriate driver software.
BIOS If the host controller is not seen in Device Manager then it is probably disabled in the computer's BIOS. You can usually press "Del" or "F2" to enter BIOS setup when the computer starts. Please consult your motherboard user manual for details on how to enable USB 2.0 ports.
Service Pack Certain USB 2.0 host controllers may need Service Packs to operate properly. Windows XP added support for USB 2.0 in Service Pack 2, Windows 2000 added support for USB 2.0 in Service Pack 3 and improved the support in Service Pack 4. Please download the latest service packs from Microsoft for your operating system.

2. My USB drive is powered on but nothing shows up in My Computer
Caution: partitioning & formatting a drive will erase all data!
Brand new drive If you just received a brand new external drive, you may need to partition & format the drive to the recognizable format of the operating system. To partition and format a new disk under Windows XP, right click on My Computer > click on Manage > click on Disk Management on the left panel. On the right hand side you should see a list of all drives connected to your computer. Find the new unallocated drive in black color, it should say for example "74.53 GB unallocated". Right click on it > click on New Partition > a new partition wizard window will pop up, click on Next > select Primary Partition and click Next > select partition size in MB or GB and click Next > Assign new drive letter and click Next > format this partition using default values and click Next > click Finish. Windows will now partition and format your new disk so it can be recognized by the operating system

(i.e. shows up as usable drive in My Computer). It may take up to 45 minutes to format a 500 GB or larger drive.

3. My "safely remove hardware" icon is gone

Caution: To prevent file corruption, please always click on the "safely remove hardware" icon in the taskbar's notification area before unplugging external USB drives.

Re-register DLL Sometimes the "safely remove hardware" icon in the taskbar disappears. To re-register and re-activate the "safely remove hardware" window, please click on Start > click on Run > type in "RunDll32.exe shell32.dll,Control_RunDLL hotplug.dll" and hit Enter. Now you can click on the device you want to stop.

4. Error deleting file or folder

Drive busy This is usually caused by programs that are still accessing the drive and its contents. Common causes are open files such as Word document or open Explorer showing the directory content of the drive. Close them all and try again.
File handles If you are still unable to delete files or folder, there are third party software that "unlocks" operating system file handles to let you delete "locked" files and folders. We recommend "Unlocker 1.8.7".

5. HI-speed device is plugged into a LO-speed USB port

Cabling system Make sure you are using certified HI-speed USB 2.0 cable, included with all Eagle Tech external hard drives and external drive enclosures, for improved data signal integrity. Low quality USB cables may not be properly shielded and may lose data during high speed transfers or at longer lengths.
Service Pack Certain USB 2.0 host controllers may need Service Packs to operate properly. Windows XP added support for USB 2.0 in Service Pack 2, Windows 2000 added support for USB 2.0 in Service Pack 3 and improved the support in Service Pack 4. Please download the latest service packs from Microsoft for your operating system.

6. Dual bay JBOD enclosure sees two separate drives instead of one big volume

Jumpers Please make sure to set the hardware JBOD or RAID 0 jumpers in appropriate position.
Caution: partitioning & formatting a drive will erase all data!
Drives with existing partitions In order for the JBOD and RAID 0 drive enclosures to combine two hard drives into one big volume, the two hard drives must <u>not</u> be "partitioned". You must prepare both drives by deleting their partitions and power cycle the drive enclosure. Only then can the drive enclosure combine both drives into one big volume and recognizable to the operating system as one big volume.
Delete partitions To delete partition under Windows XP, right click on My Computer > click on Manage > click on Disk Management on the left panel. On the right hand side you should see a list of all drives connected to your computer. Find the two partitioned drive in black color, it should say for example "250 GB Healthy" and "500 GB Healthy". Right click on it > click on Delete Partition > click on Yes to continue. Repeat for the second hard drive. When finished deleting partitions, power cycle the drive enclosure and follow the steps in Question # 2 to partition and format the new drive.

7. Delayed write failure

Cabling system Make sure you are using certified HI-speed USB 2.0 cable, included with all Eagle Tech external hard drives and external drive enclosures, for improved data signal integrity. Low quality USB cables may not be properly shielded and may lose data during high speed transfers or at longer lengths.
Powered USB hub Make sure you are using USB hub with adequate power supply. Low quality USB hubs usually draw power from the computer's USB port and do not provide adequate power. Certain notebooks (mostly older notebooks) have underpowered USB ports and may require that you plug in additional USB cable to provide adequate power supply (the USB Y splitter cable is included with all portable 2.5" drive enclosures).
Service Pack Certain USB 2.0 host controllers may need Service Packs to operate properly. Windows XP added support for USB 2.0 in Service Pack 2, Windows 2000 added support for USB 2.0 in Service Pack 3 and improved the support in Service Pack 4. Please download the latest service packs from Microsoft for your operating system.

Media errors Essentially drive hardware failure. We recommend that you run Disk Doctors' data recovery programs included in select external hard drives and drive enclosures (limited time offer) or visit our Service section for more details and -$200 discount coupon applicable towards Disk Doctors' data recovery service when you submit a ticket via our website.

Write cache Windows file system may cache write operations and perform those writes when the system is idle in order to improve system performance. This is usually turned off by default for external drives. You can see if your drive has cache/delayed writing enabled by right clicking on the icon for the drive in the Disk Drive subtree of the Device Manager and selecting the Policies tab. Make sure you have selected "Optimize for quick removal" so that every bit of data is written to the external drive immediately.

8. What are the benefits of a truly hot swappable, hot pluggable drive enclosure?

Quickly access different drives Traditional PC storage components such as ATA drives (internal or external) do not allow surprise removals from the machine while the operating system is running. Doing so causes operating system hang ups, instability and data loses. Certain models of our drive enclosure were designed to tackle this problem, giving professional users the flexibility to exchange hard drives on the fly (without rebooting the system).

9. What is F.I.T.?

Fast Installation Technology This patented mechanical design allows you to snap-in hard drives without using tools. Works like a hard drive reader without the bare disk risks. Great for IT users looking to quickly hot swap, backup or image multiple hard drives.
The following items feature F.I.T.:
Single bay drive enclosures > ET-CSMESU2-BK, ET-CSMSU2-BK, I-NA203U, I-NA204UE, I-NA304UE and I-NA306UE.
Dual bay drive enclosures > I-NA305J.
HDD docking station > I-NA307.

10. What are the benefits of a 2-in-1 drive enclosure docking station?

Highly mobile and synchronized Take the hassle out of keeping multiple copies of the same data across multiple PCs and notebooks. All you need is this portable drive enclosure while on the road, and simply insert it to the docking station at home or office. This way your data stay synchronized. If you are a mobile user and work between home and office, you will appreciate the convenience our 2-in-1 drive enclosure docking station brings.
The following items features 2-in-1 solution:
2.5"/3.5" form factor > I-NA205UE
3.5"/5.25" form factor > I-NA303US

11. How to setup NAS (Network Attached Storage)

PDF file Download NAS quick setup guide. It contains information on how to find your NAS on network, configure IP address, SMB and FTP servers, Power management, update firmware, format new drives under LAN mode, and more. Applicable on T-series and W-series NAS only.

12. How to find IP address of my NAS on the network

LanDisk Tool Click here to download LanDisk Tool. Make sure your NAS is connected to the local area network, switch or router. Wait for about 5 seconds, you should see an "Orange" and "Green" LED on the RJ-45 port at rear of the NAS is blinking. Run the "LanDisk Tool" software. Click on "Search" to scan the NAS system on the network. After it finishes, you will see the IP address, Host Name, Group Name, Firmware Version that belongs to the NAS. Highlight the IP address. Use "Login RCD Target" and enter "User Name" and "Password" to log in.

13. How to update NAS firmware

Via web browser Download the latest NAS firmware version 48. Enter URL "http://storage-xxxx" (xxxx is large 4-digit of the MAC address, check the label next to the RJ-45 Jack at the rear of the NAS system) or IP address of the NAS system. (If you don't know the IP address, run the "LanDisk Tools" software.) Enter "User Name" and "Password" to log in. Click on "Maintenance" > "Firmware Upload" > Browse. Locate the NAS Firmware that you downloaded, click "Upload" to start updating the firmware and wait about 3~5 minutes. Once finished, click on the "Reboot" to power cycle the NAS.

Via update patch Download firmware update software. Download the latest NAS firmware version 48. Run the "FW_quick_upgrade.exe" software, click on "Scan" and the software should locate the NAS information. Click on the IP address and click on "Browse…" to locate the firmware that you downloaded. Click "Update" to start uploading firmware to the NAS. Once finished, please manually reboot the NAS by turn it off and on after 5 seconds.

14. NAS drive spin down (power management)

Drive spin down Yes, when there isn't any hard drive activity within fifteen minutes, the Eagle Tech NAS will power down to reduce power consumption. The sleep time can be configured via the web control panel after you log in.

15. NAS file system supported (LAN vs. USB mode)

Recommendation: Format T-series and W-series simple NAS using LAN connection and FAT32 for broadest compatibility and accessibility by all types of OS and users. NTFS file system limits your connection type to USB mode only and is <u>not</u> recommended.

LAN vs. USB mode Before you start using the NAS, please decide if you want to format the drive using LAN connection or USB connection. A NAS drive formatted to FAT32 file system using LAN connection is accessible under LAN mode and USB mode. A NAS drive formatted to NTFS file system using USB connection is accessible only under USB mode and is <u>not </u>be visible when connected to LAN. This FAT32 limitation is common to all simple NAS on the market right now (regardless of brand) and includes our T-series and W-series simple NAS. This does not apply to upcoming high-end NAS by Eagle Tech.

16. Mac OS problem with SMB

Mac OS 10.4 With earlier versions of Mac OS 10.4, the NAS drive can not be accessed through SMB. Please upgrade to Mac OS 10.4.3 or later to resolve this problem.

17. Mac OS problem with FTP

Read only The FTP utility on the Mac will be able to read the data on the NAS drive but you can not write new data to it. To do that, you will need to install a dedicated FTP application, which can either be a free utility or professional shareware program.

18. Product installation video

Consus-series You can now access detailed 360 degrees product rotation and installation video on all Consus series drive enclosures. Stay tuned for more on upcoming iNeo-series of professional drive enclosures.

> **Tip:** You can always access the latest firmware, tutorial and Frequently Asked Questions via http://www.eagletechusa.com/support_faq.asp

7 Appendix

Regulatory Compliance

FCC Class B Information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates 'uses' and can radiate radio frequency energy and, if not installed and used in accordance with the instruction, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/television technician for help.

Notice 1:
The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the Equipment.

Notice 2:
Shielded interface cables, if any, must be used in order to comply with the emission limit.

CE Compliance for Europe

This equipment has been tested and found to comply with the limits for European Council Directive on the approximation of the law of the member states relating to electromagnetic compatibility (89/336/EEC) according to EN55022 Class B.

Warranty Information

This product contains no user-serviceable parts. Refer servicing only to Eagle Tech personnel.

Obtaining Service

Eagle Tech values your business and always attempts to provide you the very best of service. If the Product requires maintenance, either contact the detailer from whom you originally purchased the Product or visit our product support Web site at *www.eagle-techusa.com* for information on how to obtain a service or, a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e. one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in appropriate shipping container prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping Eagle Tech product. Your warranty will be void if your returned Product is shipped in anything other than the original packaging or Eagle Tech approved materials. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *www.eagle-techusa.com.* Eagle Tech is not liable lost data, regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

One Year Limited Warranty

Eagle Tech warrants that the Product, in the course of its normal use, will be free from defects in material and workmanship for a period of one (1) year and will conform to Eagle Tech specification therefore. This limited warranty period shall commence on the purchase date appearing on your purchase receipt. Eagle Tech shall have no liability for any Product returned if Eagle Tech determines that the Product was stolen from Eagle Tech or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before Eagle Tech receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless authorized to do so by Eagle Tech), accident or mishandling while in the possession of someone other than Eagle Tech. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at Eagle Tech's option, the repair or replacement of the Product. The foregoing warranty shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days

from the date of shipment of a repaired or replaced Product, whichever is longer. The foregoing limited warranty is Eagle Tech's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of Eagle Tech for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use or performance of the Product, even if EAGLE | CONSUS has been advised of the possibility of such damages. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Attention: Eagle Tech Computers, Inc. is not responsible for consequential damages, including loss or recovery of data.

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EAGLE | CONSUS Service and Support

If you need additional information or help during installation or normal use of this product, visit out product support Web site at *www.eagle-techusa.com* and choose from these topics:

- Support - Obtain warranty information, warranty status, RMA status, access product specifications and technical tips (including updated FAQ's)
- Downloads - Download installation software and drivers.
- Contact - Contact a support representative by email or phone.

When contacting Eagle Tech for support, have your Eagle Tech product serial number, model number, system hardware, and system software version available.

www.eagle-techusa.com
phone   626.956.4040
fax   626.810.4820

Eagle Tech Computers, Inc.
18539 East Gale Avenue
City of Industry, CA 91748 U.S.A

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8 Understand Eagle Tech Brand

Eagle Tech sub-brand	Product Categories
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